



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

**Subject:** NOTICE OF PROCEDURES FOR  
RESERVATIONS FOR UNSCHEDULED  
ARRIVALS AT CHICAGO O'HARE  
INTERNATIONAL AIRPORT

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**Effective Date:** November 1, 2004

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**Initiated by:** Air Traffic Organization, System  
Operations Services

**Section 1. Purpose.** These reservation procedures apply to persons conducting unscheduled operations under instrument flight rules (IFR) to Chicago's O'Hare International Airport (O'Hare) during the hours of 7:00 a.m. through 8:59 p.m. central time.

**Section 2. Operational Limits.** Beginning November 1, 2004, the Federal Aviation Administration (FAA) established a reservation program for unscheduled IFR flights to O'Hare. Unscheduled arrival reservations are generally limited to four an hour and no more than two reservations during each half-hour for the hours of 7:00 a.m. through 8:59 p.m. central time or 1300 through 0259 coordinated universal time (UTC) unless additional reservations have been made available as described in section 6. Reservations are available beginning 72 hours in advance of the proposed arrival.

**Section 3. Reservations.** Each person conducting an unscheduled IFR flight to O'Hare during the peak hours described in section 1 is requested to have an arrival reservation allocated by the Airport Reservation Office.

Helicopter operations and flights by foreign air carriers, except those unscheduled flights

conducted by Canadian air carriers, are excluded from the reservation program.

**Section 4. Terms.** For purposes of this notice:

*"Reservation"* is an authorization received in compliance with applicable Notices to Airmen (NOTAM) and procedures established by the FAA Administrator to operate an unscheduled arrival flight to O'Hare. A reservation for O'Hare is allocated on a 30-minute basis beginning at 7:00 a.m. and continuing through 8:59 p.m. central time. A reservation authorizes a planned arrival only within the approved half-hour time period, unless the flight encounters an air traffic control (ATC) traffic delay. Reservations are requested only for unscheduled IFR arrivals.

*"Airport Reservation Office (ARO)"* is an operational unit of the FAA David J. Hurley Air Traffic Control System Command Center that is responsible for administration of reservations for the "other" category of operations, i.e., unscheduled flights at High Density Traffic Airports (title 14, Code of Federal Regulations, part 93, subpart k), reservations for unscheduled flights under Special Traffic Management Programs, and the O'Hare Arrival Reservation Program.

*“Unscheduled Operation”* is an operation other than one regularly conducted by an air carrier between O’Hare and another service point. Certain types of air carrier operations are also considered as unscheduled for this notice. These include irregular charter, hired aircraft service, ferry flights, and other non-passenger flights.

*“Additional Reservation”* is an approved reservation above the established limit. Additional reservations are available for unscheduled operations only and are allocated in accordance with the procedures described in section 6 of this notice.

*“Enhanced Computer Voice Reservation System (e-CVRS)”* is the system used by the FAA to make arrival and/or departure reservations at designated airports. There is a touch-tone telephone interface, an Internet Web interface, and the ability to call the ARO directly for making reservations.

## **Section 5. Reservation Procedures.**

a. The FAA’s ARO (which includes e-CVRS) will receive and process all reservation requests for unscheduled arrivals at O’Hare during the effective period. Reservations are allocated on a "first-come-first-served" basis determined by the time the request is received at the reservation office. Standby lists are not maintained. Users may access the computer reservation system using a touch-tone telephone, via the Internet, or by telephoning the ARO directly. Requests for reservations will be accepted beginning 72 hours prior to the proposed time of arrival at O’Hare. For example, a request for an 11 a.m. reservation on a Thursday will be accepted beginning at 11 a.m. on the previous Monday.

b. A maximum of two transactions per telephone call/Internet session will be accepted.

c. Reservation periods are half-hourly from the top and bottom of the hour, 00 through 29 and 30 through 59, regardless of the arrival time within the period. For example, a 1920 arrival uses a 1900-1929 reservation.

d. A reservation does not ensure against traffic delays nor does it guarantee arrival within such allotted time. A reservation also is not an ATC clearance. Aircraft specifically delayed by ATC traffic management initiatives do not need to obtain a new reservation based on the revised arrival time.

e. Operators must check current NOTAMs in effect for the airport. A reservation from e-CVRS does not constitute permission to operate if additional security or other operational limits or procedures are required by NOTAM and/or regulation.

f. The filing of a request for a reservation does not constitute the filing of an IFR flight plan. The IFR flight plan should be filed only after the reservation is obtained and must be filed through normal channels. The ARO does not accept or process flight plans.

g. Operators obtain reservations by (1) the Internet; (2) calling the ARO's interactive computer system via touch-tone telephone; or (3) calling the ARO directly. The telephone number for the e-CVRS computer is 1-800-875-9694. This toll-free number is valid for calls originating within the United States, Canada, and the Caribbean. Operators outside those areas may access e-CVRS by calling the toll number of (703) 707-0568. The Internet Web address for accessing e-CVRS is <http://www.fly.faa.gov/ecvrs>. Operators

may contact the ARO at (703) 904-4452 if they have a problem making a reservation using the automated interfaces, if they have a question concerning the procedures, or if they wish to make a telephone reservation from outside the United States, Canada, or the Caribbean. (Note: The inability to obtain a reservation because all the reservations have been allocated is not considered as having a problem making a reservation.)

h. When filing a request for an arrival reservation at O'Hare, the operator is expected to provide the following information:

- (1) Date(s) and hour(s) (UTC) of proposed operation(s).
- (2) Aircraft call sign, flight identification, or tail number(s). Operators using a 3-letter identifier and flight number for ATC communication must obtain a reservation using that same information. Operators communicating with ATC using an aircraft tail number must obtain a reservation using the tail number.
- (3) Aircraft type identifier.
- (4) Origin airport (3-character identifier) immediately prior to the proposed arrival at O'Hare.

Should the requested time not be available, the closest available time before and after the requested time will be offered. If an alternate time is accepted, this will be the reservation.

i. Operators are requested to advise the ARO whenever a change is needed to an allocated reservation. Changes must be made to e-CVRS reservations by using the telephone interface, the Internet Web interface, or by calling the ARO.

j. A reservation must be canceled when an operator knows it will not be used.

Cancellations should be made through e-CVRS as soon as practical using the telephone interface, the Internet Web interface, or by calling the ARO. Early cancellation of reservations will provide opportunities for other operators to use the limited number of airport reservations.

k. The following information is needed to change or cancel a reservation:

- (1) Aircraft 3-letter identifier and flight number or tail number, depending on what information was provided for the original reservation.
- (2) Date and time (UTC) of reservation.
- (3) Reservation number.

## **Section 6. Additional Reservations.**

a. Notwithstanding the limits in section 2, if ATC weather and capacity conditions are favorable and significant delay is not likely at O'Hare or in the National Airspace System as a result of O'Hare-related demand, the David J. Hurley Air Traffic Control System Command Center may determine that additional reservations may be accommodated for a specific time period. Generally, the availability of additional reservations will not be determined more than 8 hours in advance. If available, the additional reservations will be added to e-CVRS and granted on a first-come-first-served basis using the procedures described in section 5 of this notice. Reservations for arrival operations are not granted by the local ATC facility and are obtained only through e-CVRS/ARO.

b. An operator who has been unable to obtain a reservation may find that a reservation may be available on the day of operation due to additional reservations or cancellations.

c. ATC will accommodate declared emergencies without regard to reservations. Non-emergency flights in support of national security, law enforcement, or similar requirements may be accommodated above the reservation limits with the prior approval of the FAA Vice President, System Operations Services.

## Section 7. Making Arrival Reservations at O'Hare Using e-CVRS.

a. Telephone users. When using a touch-tone telephone to make a reservation, you are prompted for a response. All input is accomplished using the keypad on the telephone. One issue with a touch-tone telephone entry is that most keys have a letter and number associated with them. When the system asks for a date or time, it is expecting an input of numbers. A problem arises when entering a tail number, or 3-letter identifier. The system does not detect if you are entering a letter (alpha character) or a number. Therefore, when entering an aircraft identifier and flight number or aircraft registration/tail number two keys are used to represent each letter or number. When entering a number, precede the number you wish by the number 0 (zero), i.e., 01, 02, 03, 04. If you wish to enter a letter, first press the key on which the letter appears and then press 1, 2, or 3, depending upon whether the letter you desire is the first, second, or third letter on that key. For example to enter the letter "N" first press the "6" key because "N" is on that key, then press the "2" key because the letter "N" is the second letter on the "6" key. Since there are no keys for the letters "Q" and "Z," e-CVRS pretends they are on the number "1" key. Therefore, to enter the letter "Q," press 11, and to enter the letter "Z," press 12.

### NOTE-

*Operators are reminded to enter the "N"*

*character with their tail numbers (Table 1). Operators using a 3-letter identifier and flight number to communicate with ATC facilities should enter that call sign when making their reservation.*

**Table 1 Codes for Call Sign/Tail Number Input**

Codes for Call Sign/Tail Number Input Only			
A-21	J-51	S-73	1-01
B-22	K-52	T-81	2-02
C-23	L-53	U-82	3-03
D-31	M-61	V-83	4-04
E-32	N-62	W-91	5-05
F-33	O-63	X-92	6-06
G-41	P-71	Y-93	7-07
H-42	Q-11	Z-12	8-08
I-43	R-72	0-00	9-09

b. Additional helpful key entries (Table 2):

**Table 2 Helpful Key Entries**

#	After entering a call sign/tail number, depressing the "pound key" (#) twice will indicate the end of the tail number.
*2	Will take the user back to the start of the process.
*3	Will repeat the call sign/tail number used in a previous reservation.
*5	Will repeat the previous question.
*8	Tutorial Mode: In the tutorial mode, each prompt for input includes a more detailed description of what is expected as input. *8 is a toggle on/off switch. If you are in tutorial mode and enter *8, you will return to the normal mode.
*0	Expert Mode: In the expert mode, each prompt for input is brief with little or no explanation. Expert mode is also on/off toggle.

c. Internet Web Based Interface. The e-CVRS reservation system includes a Web-based interface. The Internet option provides a fast, user-friendly environment for making reservations. The Internet address is <http://www.fly.faa.gov/ecvrs>.

Flight information may be added or edited using e-CVRS after the reservation is initially obtained.

All users of e-CVRS must complete a one-time registration form containing the following information: full name; email address; a personal password; password confirmation; and company affiliation (optional). Your email and password are required each time you log in to use e-CVRS. Instructions are provided on each page to guide you through the reservation process.

If you need help at any time, you can access page-specific help by clicking the question mark "?" located in the upper right corner of the page.

For additional questions or help, you may contact the Airport Reservation Office at (703) 904-4452.

